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SUBJECT: MUMBAI ANNUAL OSAC CRIME AND SAFETY REPORT

REF: 08 STATE 171548

Subject: Annual OSAC Crime/Safety Report - Mumbai, India

11. (U) The following is Mumbai's 2008 Annual Overseas Security Advisory Council (OSAC) Crime and Safety Report.

12. (U) Overall Crime and Safety Situation:

1A. (U) Crime Threat: Crime is moderate for a city with 18 million (or more) inhabitants. To date crime has not affected expatriates to an unusual degree. While street crime from pick pocketing to robbery/assault is not uncommon, areas frequented by foreigners are less vulnerable since they enjoy a generally adequate police presence. Murders and other violent crimes do occur in Mumbai and for the most part have been isolated in the congested parts of the city. High density areas such as slums and crowded apartment blocks are often the scenes of violent crime and organized crime activity. Most expatriates report nuisance level crimes such as pick pocketing and minor scams. There have been a few reports of expatriate companies being the recipient of extortion threats by organized crime elements. As India's IT sector expands so does the complexity and capability of organizations conducting organized white collar financial scams and crimes. West African/Nigerian fraud rings are also active in Mumbai. While these groups target lower income Indian citizens, it is not uncommon for the groups to use the names of actual American diplomats or businessmen in their fraudulent materials.

1B. (U) Safety Concerns: Roads in Mumbai are in moderate condition, but the city's infrastructure is not keeping pace with its rapid growth. There is extreme traffic congestion in Mumbai, which does have the positive effect of limiting many high speed traffic accidents/fatalities. Emergency medical services in Mumbai are extremely limited. Ambulances are poorly equipped and traffic congestion often prevents an individual from making it to a hospital within the golden hour of trauma. Efforts are being made to improve the city's emergency medicine/trauma care capabilities.

13. (U) Political Violence:

1A. (U) Regional Terrorism: Terrorist groups like Lashkar-e-Taiba have shown a willingness to target Mumbai, since the vibrant city is the financial and entertainment capital of India. Mumbai experienced this most recently on 26 November 2008 when the city witnessed a coordinated armed assault / bombing attack by ten terrorists who came by sea. The attacks, which lasted until 29 November, killed at least 173 people and wounded at least 308 when hotels, a Jewish center, train station, cafe, and hospital were targeted by the ten assailants. Mumbai has been the scene of other terrorist attacks such as on 11 July 2006 when another group of terrorists linked to Lashkar-e-Taiba detonated seven improvised explosive devices on Mumbai's Western Railway Line during the evening commute killing 183 people. In September 2006, three improvised explosive devices detonated in a market area of Malegaon, India (approximately 300-400 kilometers northeast of Mumbai). American citizens should exercise

vigilance when in the vicinity of government installations, visiting tourist sites, or attending public events in Mumbai. People should be aware of their surroundings and be alert for unattended bags or packages in these areas.

1B. (U) Civil Unrest: Mumbai has experienced several large demonstrations in recent years but none have recently occurred near U.S. Government properties. On March 2, 2006 over 250,000 people participated in an anti-American demonstration while President Bush visited India. While the speakers and crowd voiced dissatisfaction with a series of US Government policies, organizers extolled the participants to leave the demonstration peacefully and we received no reports of attacks against U.S. Government facilities or American businesses in the area around the protest site. The Mumbai Police professionally handles large demonstrations when they have advanced notification and can adequately plan for the event. The city also experiences spontaneous demonstrations/incidents of violence that can disrupt traffic flow in the city as well as cause damage to property before the Police can respond. An example of this phenomenon would be the 30 November 2006 Dalit riots that erupted across Maharashtra State. Another concern in the area of civil unrest is when political groups such as the Shiv Sena, a far-right political party based on Hindu nationalism resort to political violence to make a point or protest labor issues. In January 2009 over 300 Shiv Sena members vandalized the Hotel Intercontinental Grand to protest the sacking of 21 hotel employees. This protest caused minor injuries and thousands of dollars in damage to the hotel lobby.

14. (U) Post Specific Concerns:

(U) Floods: Flooding during the Monsoon Season is an area of great concern in Mumbai. During July and August of 2005, in excess of 1,000 people died during the unprecedented flooding that occurred in the city. Flooding is exacerbated by inadequate drainage, clogged storm sewers, and explosive city growth. The monsoon season which lasts from June through September is the period of greatest concern. The most problematic flooding happens when a high volume rain event coincides with high tide. At this point there is no outlet for the rains and flooding commences.

15. (U) Police Response: Police response in the city of Mumbai is fair. The Mumbai Police do an effective job managing large scale protests, and are responsive to security requests. For American Citizens needing immediate Police assistance please call the Police Helpline by dialing 100 from any phone. Further information on the Mumbai Police can be found at <http://www.mumbaiapolic.org>. If you have been detained by the Police please contact the Consulate's American Citizen Services Unit at 91-22-2363-3611, extensions 4306/4134/4237 or via email at mumbaiacs@state.gov.

16. (U) Medical Emergencies: Emergency medical services in Mumbai are extremely limited. Ambulances are poorly equipped and traffic congestion could prevent an individual from making it to a hospital within the golden hour of trauma window. Emergency medicine/trauma care is still in its infancy, but steps are being made to improve this capability. Traffic congestion still plays the largest role in preventing immediate access to definitive care.

1A. (U) Mumbai Hospitals and Ambulance listing can be found at the following website:
<http://mumbai.usconsulate.gov/hospitals.html>.

1B. (U) Air Ambulance Services: International SOS-Pacific Evacuation Team flies out of Singapore and can be contacted at +65-6338-9277. Private air ambulance service in Mumbai is also provided by Indian Aero-Medical Services Private Ltd. Local contact numbers are 98200-43432, 98210-21255, or 98213-27232.

17. (U) Travel Precautions: Travelers must take the usual security precautions when visiting Mumbai. Caution should be taken when in the high poverty areas of the city. In addition we recommend that travelers avoid the Red Light district of Kamathipura. Local press reports indicate an extraordinarily

high HIV rate among local sex workers. Travelers should exercise caution around large public celebrations like New Year's celebrations in Mumbai. In the last two years female American citizens have been attacked and by local youths at these celebrations. It should be noted there are severe penalties for drug related crimes which apply to both citizens and foreigners alike. In addition to basic security precautions, we remind all visitors not to take any pictures of Indian Government facilities, train stations, airports, power plants, or other key sites receiving protection from the Government of India.

18. (U) Further information: the Consulate is located in the Breach Candy section of Mumbai. The address is 78 Bhulabhai Desai Road, Mumbai 400 026. Taxi drivers may know the name of the street under the earlier name, Warden Road. The 24-hour telephone number is (91) (22) 2363-3611 and the fax number is

(91) (22) 2363-0350. The Consular Section, Political/Economic Section, the Consulate Duty Officer and the Regional Security Officer (RSO) can be contacted through the main consulate telephone number. For any additional information please visit the American Consulate General Mumbai website at <http://mumbai.usconsulate.gov>.

19. (U) For information on the Mumbai Regional Chapter of the Indian Overseas Security Advisory Country Council please contact the Regional Security Office at 91-22-2363-3611, visit the Regional Chapter's Website at <http://mumbai.osac.gov/> or send us an email at mumbaiosac@state.gov .

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